# 4TH Echelon Maintenance Migration (4th EOM) WIPT IV 11-13 May 2004

# Welcome

LtCol Brown

# Administrative Remarks

- Refreshments
- TAD Orders

# WIPT IV Objectives

- Review/assess/formalize conditions that must be met IOT obtain Full Operational Capability (FOC) of migration of 4th EOM migration.
- Address Tri-MEF/MARFORRES concerns/issues
- Identify take-aways/issues that require further development
- End State: Naval msg articulating WIPT results that sets stage for FOC
- Conduct ROM MTAP review (selected personnel only)

# Agenda
# Tuesday, 11 May 2004

- 0800 Start Time
- Welcome aboard and introductions
- Administrative Remarks
- WIPT Overview
- 4th EOM Migration Status Update
    - Program Implementation
    - Program Status Review (performance execution)
- Review/assess conditions that must be met to achieve FOC
- Daily Wrap Up/Time TBD

# Agenda
# Wednesday, 12 May 2004

- 0700 Start Time
- Recap from previous day's discussion
- Breakout Sessions:
  - ROM MTAP Review (selected personnel)
  - 0800-1100: Continued discussion on conditions to achieve FOC
- Reconvene groups to report results of breakout sessions
- Develop criteria/measurements for conditions to achieve FOC
- Daily wrap up/Time TBD
- No Host Social (after daily wrap-up)

# Agenda
# Thursday, 13 May 2004

- 0700 Start Time
- Recap from previous day’s discussion
- Complete development of metrics
- Address Tri-MEF message topics, not already discussed
- Hot Wash/Closing Remarks (Time TBD)

# Rules of Engagement

- No Cell Phones
- No side bar conversations
- Only one person speaking at a time
- No personal/organizational attacks
- No beating/kicking “Dead Horses”
- No Whining
- **Be on time**
- Note: $1 fines will be assessed for each infraction
  - Levied by Facilitor
  - Arbitrated by Program Manager, 4th EOM (if required)

# Level Set Playing Field

- HQMC-directed initiative to migrate management of 4th EOM from FMF to COMMARCORLOGCOM
- Use General Support Maintenance (GSM) Company as baseline
- Approach was to define required Operating (battlefield) Capability for SECREP maintenance on the battlefield. SECREP maintenance requirements beyond Operating Capability is responsibility of MARCORLOGCOM.
- Make transition to align current garrison-based capability with required Operating Capability
- In an effort to support SECREP maintenance requirements beyond "To-Be" intermediate-level capability, all SECREP NSNs traditionally associated with GSM repair/rebuild will be evaluated for potential outsourcing alternative
- The 4th EOM outsourcing alternative will be designed primarily to replace the capability that once resided within GSM, and is not designed to replace designated DoD Sources of Supply (SOS)
- A key component of the 4th EOM outsourcing alternative will be the use of a Third Party Logistics (3PL) provider for selected NSNs

# Use of 3PL

- Intent is to put in place responsive, flexible support for SECREP maintenance requirements beyond IMA's "To-Be" capability
- Direct, integrated support for selected NSNs
- Provide sourcing alternatives to MEFs
- Only NSNs placed on contract where best value can be determined (i.e. cost, performance, product quality). Evaluation is made relative to designated SOS cost/performance/availability.

# 4th EOM Migration Status Update

- ✓ Developed Memorandum of Agreement (MOA) with Federal Prison Industry for rebuild/reman of selected vehicle electrical components. Currently (43) NSNs on Agreement — Nov 01
- ✓ Completed development of initial Contract and Program Management Plan with Raytheon Information Systems to serve as integrator for rebuild/reman of selected NSNs. Currently (118) NSNs on Contract — Sep 03
- ✓ Began implementation at MARCORLOGCOM retail RIP — Sep 03
- ✓ Began implementation at I MEF — Nov 03
- ✓ Began Implementation at II MEF — Jan 03
- ✓ III MEF Liaison Visit/Implementation Planning — Feb/Mar 04
- ✓ MARFORRES Liaison Visit/Implementation Planning — Mar 04
- ❑ Conduct assessment to determine potential impact on MARFOR budget requirements resulting from 4th EOM migration — June 04
- ❑ Alternate sourcing decisions on remaining GSM NSNs — Oct 04

# 4th EOM Migration Status Update

- Refinement/formalize deployed support plan
  Oct 04
- Transition to Performance-based Contract
  Oct 05
- III MEF Implementation TBD
- MARFORRES Implementation
  TBD
- Migrate to other commodity areas
  TBD

# III MEF Implementation

- No earlier than 1 Oct 2004
- Planning requirements that must be met prior to implementation”
  - Determine impact on current inventory/budget
  - Resolution of potential use of Master Labor Contract (MLC) workforce and existing GSM maintenance facilities to provide direct SECREP maintenance support for selected NSNs

# MARFORRES Implementation

- Migration of 4th EOM has already occurred. Current GSM capability is centered around providing contact team support, generally limited to expeditious repair as identified in WIPT III
- Multiple sourcing methods being utilized to support SECREP maintenance requirements (local outsourcing, inter-service arrangements, UNICOR, etc…)
- Final implementation plan pending joint (MARFORRES/MARCORLOGCOM) decision to take over complete management of SECREP support requirements (i.e. inventory, sourcing, funding, etc..)

# Program Performance UNICOR

- Began implementation Nov 01
- Total Repairs: 8,778
- Total $ obligated: $ 4.8m

# Program Performance
# UNICOR

| | Target | Actual |
|---|---|---|
| Delivery (on-time delivery) | 95% | 71% |
| Delivery (OST in days) | 14 | 16.7 |
| Quality | 95% | 97% |
| Order Accuracy | 95% | 100% |

Note: Quality is defined as component functioning, as designed, for contracted time period (9 months from date of shipment). Measured by number of validated warranty claims divided total warranty registrations.

# Program Performance Raytheon

- Began implementation — Sep 03
- Total Repairs committed — 977
  - NSNs on contract (563)
  - NSNs repaired using Repair CLIN (414)
- Total $ obligated — $12m
  - NSNs on Contract ($3m)
  - NSNs using Repair CLIN ($9m)

Note: Repair Contract Line Item Number (CLIN) was established to provide flexibility and interim support during transition. Expanded to meet SECREP maintenance requirements beyond GSM NSNs.

# Program Performance
# Raytheon

| | Target | Actual |
|---|---|---|
| Delivery Performance: | 95% | 28% |
| Quality: | 95% | 100% |
| Order Accuracy: | 95% | 100% |

Notes:

1. OST is negotiated for each NSN, separately.
2. Data reflects only those NSNs on Contract as of 5 May 2004.
3. Does not reflect repairs that were delayed due to missing components, misidentified configurations, etc..

# Lessons Learned

- Configuration management is challenging
- Ensuring validated requirements are being passed to 3PL (obsolete components, interchangeability/substitutability, components where Marine Corps is not registered user, etc..)
- Marine Corps requisitioning/receipt process discrepancies results in delays and inaccurate performance reporting
- Poor condition of some equipment being turned in results in additional costs and longer lead times (i.e. SECREPs being turned in missing items). To date, there has been 108 Over and Above submissions totaling more than $193K for NSNs on Contract
- “Ramp Up” period expected. Coupled with unforeseen Repair CLIN requirements caused surge on initial implementation
- Managing expectations

# Conditions Identified During WIPT III

- Contingency plan in place
- Demonstrated interoperability, to maximum extent possible, with existing processes/systems
- Demonstrated warranty management capability
- Standard for performance of support is met, which includes effective MARCORLOGCOM supplier/customer relationship management